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Monday 1/30/95

Operations Status

Systems Stability

wais.com still experiencing crashes - but not hanging
Performance problems - need plan, resources to address.

Internal Operational Issues

Currently not being addressed.

There is a growing frustration internally with system and network performance, and disk space problems.

Backup status - haven't had good backup in a week - need quick solution.

External Operational Issues

Automatic monitoring working well, improving as incidents occur.

CMP feels good but needs own URL to be returned

Intel affected by internet problems not under WAIS' control

DowVision status?

Production Isolation

Not in effect - recommend 'demo' machine.

Operations Manual

Not complete, although portions working. Need time to devote to.

Staffing

Dan's knowledge not yet documented.

Recommend develop increased expertise in system and network issues.

Jean - full time hours required, 20 hrs/week not sufficient.

Operations Incident Reports

DowVision

wais.com - 2 crashes

Move

Need determination if WAIS wants showcase computer facility for service operations.

Move is a good opportunity to clean up computer room, internal network. do internal network & phone wiring correctly.

Recommend installation of 'real' UPS and raised floor computer room.

Need a budget for move and facilities upgrade.

Need manager devoted to move and facilities installation - it is a significant time commitment.

Service Operations									
	<i>with gifts</i>	<i>no gifts</i>							
	wais.com	CMP TechWeb	DowVision	Scholastic	Scholastic	Intel	Rio	OpenSource	Free Services
Monitored	yes	yes	yes	no	no	adding now	adding next?	no	no
Incidents		2	1	0		1	0	0	0
New Users		925							
Total Users		11,038							
Countries	54	48		26					
					Public Gopher				
Requests	WWW	WWW		WWW					
outside US	45,011	8,098		1,773					
.com	188262	37,311		3692					
.edu	44,674	8,376		3095					
.gov	9,637	1,574		212					
.int	73	6		68					
.mil	5,140	1,012		0					
.net	42,615	8,181		1574					
.org	5,436	1,189		299					
wais.com	1,474	137		61					
unresolved	97,118	17,511		4351					
	439,440	83,395		15,125					
Sat 1-21-95	34,999	6,746		1629	1337				
Sun 1-22-95	35,353	6,956		2107	1368				
Mon 1-23-95	79,162	14,902		2218	1463				
Tue 1-24-95	76,587	14,804		2761	1563				
Wed 1-25-95	71,232	13,275		1962	1152				
Thu 1-26-95	76,530	14,486		2396	1431				
Fri 1-27-95	65,577	12,226		2052	1543				
	439,440	83,395		15,125	9,857				
%change		15.29%		17.59%	-3.38%				
Notes									
1.) Do wais.com stats include CMP Techweb?									
2.) Would like to add WAIS search stats in addition to WWW stats -									
how many users	how many users	do WAIS searches?	Could be selling point over services offered by others						
3.) Need to get stats for DowVision									
4.) Need to know where to obtain total number of users, and number of new users for Scholastic									

Operations Incident Report WAIS, Inc.

Service: CMP - TechWeb
Date: January 23, 1995
Time: 17:54 - 18:01 PST
Reported by: WAIS automatic monitor

Description:

A system crash occurred on wais.com on Monday January 23, 1995 at 17:54 PST. Diagnostic information was automatically collected. Wais.com automatically rebooted and was back up at 18:01 PST.

A call has been opened with Sun to determine cause of crash.

Impact:

Service unavailable from 17:54 until 18:01.

Action Items:

- 1.) Reintroducing nightly 6PM PST reboot until cause of crash is identified.

Operations Incident Report WAIS, Inc.

Internal Distribution

Service: DowVision
Date: Monday January 23, 1995
Time: 23:00 PST
Reported by: Dan Aronson, WAIS automatic monitor

Description:

DowVision indexing had problems with locking, generating excessive error messages, resulting in filling disk space on dowvision. The automatic monitor detected the situation, but email to wais.airnote.net was not sent due to disk space full on sushi, where the dowvision monitor runs. Service was unavailable until 10:00am Tuesday January 24, 1995.

Data was not indexed from 14:00 PST Tuesday January 24, until 14:00 PST Wednesday January 25, 1995 while problem diagnosed.

Code corrected to avoid generation of excessive error messages. Indexing restored by 13:00 PST Thursday January 26, 1995.

Impact:

Service unavailable from 23:00 PST Monday January 23 until 10:00 PST Tuesday January 24, 1995.

Data was not indexed from 14:00 PST Tuesday January 24, until 14:00 PST Wednesday January 25, 1995.

Action Items:

- 1.) Investigate monitoring confirmation messages from wais.airnote.net to detect if a page has not completed and then use modem to dial airnote directly.
- 2.) Determine dowvision operations status.

Operations Incident Report WAIS, Inc.

Internal Distribution

Service: CMP - TechWeb, other on wais.com
Date: Saturday January 28, 1995
Time: 22:52 PST
Reported by: Dan Aronson

Description:

A system crash occurred on wais.com on Saturday January 28, 1995 at 22: 52 PST, approximately 5 hours after rebooting wais.com. Diagnostic information was automatically collected. Wais.com automatically rebooted and all services backup. Next pass of automatic monitor did not detect any interruption in service.

Impact:

Service unavailable for a short period of time at 22:52 PST.

Action Items:

- 1.) Forward core dump to existing open call with Sun.
- 2.) Ask for additional resources within Sun to assist WAIS in resolving this situation. This crash seems to indicate that rebooting nightly does not circumvent the error situation that causes the crash.